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You cannot update the software on a Zune device

SYMPTOMS

You cannot update the software on a Zune device. Additionally, you may receive an error code.

THINGS TO TRY

To troubleshoot the problem, follow these steps:

1. Update the Zune software on the computer. To do this, click **Settings**, click **software**, click **GENERAL**, and then click **CHECK FOR UPDATES**.
2. Restart the Zune device. Follow the steps for your model of Zune player.

   Zune HD players

   Press and hold the **On/Off** button for about 10 seconds until the player restarts.

   Non-touchscreen Zune players

   Set the **Hold** switch to the unlocked position, and then press and hold the **Back** button as you press the top of the Zune pad. When the Zune device begins to restart, you can release the buttons.
3. Disconnect the Zune device, restart the computer, and then connect the Zune device to the computer again.
4. Connect the Zune device directly to a USB port on the computer.
   Note Do not connect the Zune device to a USB hub.
5. Try to update the software on the Zune device again. You may succeed on the second try.
6. Manually install the Zune Player firmware package. To do this, follow these steps:
   a. On a computer that is connected to the Internet, visit the following Microsoft Download Web page to download and save the Zune software:
      http://go.microsoft.com/fwlink/?LinkID=104738 (http://go.microsoft.com/fwlink/?LinkID=104738)
   b. On the computer that has the Zune software installed, open the Zune package file from the location in which you saved it.
   c. Select a location in which to extract the files.
   d. Install the Zune software by opening the startzune file in the location to which you extracted the files.
   e. After the software is installed, open the x86 or x64 folder from the location in which you extracted the files.
   f. Open the packages folder.
   g. Locate and then double-click the zune-firmware.msi file. Follow the instructions to install the Zune firmware package.
   h. Connect your Zune player to the computer.
7. Restart Background Intelligent Transfer Service (BITS). To do this, follow these steps:
   a. On Windows Vista, click **Start**, type **services** in the **Start Search** box, and then click **Services** in the **Programs** list.

      If you are prompted for an administrator password or confirmation, type your password or click **Continue**.

      On Windows XP, click **Start**, click **Run**, type **services.msc**, and then click **OK**.
   b. Under **Name**, right-click **Background Intelligent Transfer Service**, and then click **Properties**.
   c. In the **Startup type** box, click to select **Automatic (Delayed Start)** on Windows Vista or click **Automatic** on Windows XP, and then click **OK**.

   d. Click **Stop**, wait for the service to stop, click **Start**, and then click **OK**.
   e. Again try to update the software on the Zune device.
8. Log on to the computer by using a different user account, and then again try to update the software on the Zune device.

   If you have to create another user account on a computer that is running Windows Vista, follow these steps:
   a. Click **Start**, type **user account** in the **Start Search** box, and then click **User Accounts** in the **Programs** list.

      If you are prompted for an administrator password or confirmation, type your password or click **Continue**.
   b. Click **Manage another account**.

      If you are prompted for an administrator password or confirmation, type your password or click **Continue**.
   c. Click **Create a new account**.
   d. Type a name for the account, click the account type, and then click **Create Account**.
   e. Log on to the computer by using the new account, and then again try to update the software on the Zune device.

   If you have to create another user account on a computer that is running Windows XP, follow these steps:
   a. Click **Start**, click **Run**, type **control userpasswords**, and then click **OK**.
   b. Under **Pick a Task**, click **Create a new account**.
   c. Type a name for the new account, and then click **Next**.
   d. Click to select an account type, and then click **Create Account**.
   e. Log on to the computer by using the new account, and then again try to update the software on the Zune device.

   If the computer is a member of a domain, you must add a new local user. To do this, follow these steps:
   a. On Windows Vista, click **Start**, type **lusrmgr** in the **Start Search** box, and then click **lusrmgr** in the **Programs** list.

      If you are prompted for an administrator password or confirmation, type your password or click **Continue**.

      On Windows XP, click **Start**, click **Run**, type **lusrmgr.msc**, and then click **OK**.
   b. Right-click **Users**, and then click **New User**.
   c. Type a user name, type and confirm a password, and then click **Create**.
9. Remove and reinstall the Zune software. To do this, follow these steps:
   a. Make sure that the Zune device is not connected to the computer.
   b. On Windows XP, click **Start**, click **Run**, type **appwiz.cpl**, and then click **OK**.

      On Windows Vista, click **Start**. In the **Start Search** box, type **appwiz.cpl**, and then press ENTER.
   c. Click **Zune**, and then click **Remove** or **Uninstall**.
   d. Click **Yes** to remove the Zune software.
   e. Visit the following Microsoft Download Web page to download and install the Zune software:
      http://go.microsoft.com/fwlink/?LinkID=104738 (http://go.microsoft.com/fwlink/?LinkID=104738)

10. Rename the ZuneStore.sdf database file as ZuneStore.bak. This step will cause the Zune software to rebuild your Zune collection database, including pointers to the Zune device software. This will help resolve the problem if the database is corrupted.

    To rename this file, download and run the following Zune media collection reset tool from the Microsoft Download Center:
    http://www.microsoft.com/downloads/details.aspx?FamilyID=86B2A33D-9BF8-45F6-89FF-B9A6236AA37D (http://www.microsoft.com/downloads/details.aspx?FamilyID=86B2A33D-

9BF8-45F6-89FF-B9A6236AA37D)

Notes

- These steps rebuild your collection by creating a new music database by using information from metadata that is embedded in your media files instead of migrating your old database.
- These steps will remove any existing device relationship and any podcast subscriptions.

Specific error codes

You may receive one of the following error codes on the Zune device. If you receive one of these error codes, follow the advice that follows each specific error code.

Error code 8070057

This problem can occur if the "display language" in Windows is set to a language other than English, French, or Spanish. To change this setting, follow these steps:

1. Click **Start** , type **intl.cpl** in the **Start Search** box, and then press ENTER.
2. Click the **Keyboards and Languages** tab.
3. Under **Display language**, select **English**, **French**, or **Spanish**.
4. Click **OK**.

Error code C00D11A0 or (8004500A)

This problem can occur if you have synchronized or updated multiple Zune devices. To resolve this problem, disconnect the Zune device from the computer, and then reconnect the Zune device to the computer.

Error code C00D11D2

This problem can occur if the Zune software update cannot be downloaded. Verify that the computer is connected to the Internet, and then try to update the Zune device again.

Error code C00D1249

This error code is displayed if the Zune device entered self-recovery mode while it was trying to update. Additionally, you may receive the following message on the Zune device:

2: On your PC, open the Zune software and restore the Zune device firmware

To resolve this problem, connect the Zune device to the computer again, and then try to update the software on the Zune device.

Error code C00D124F

This error code is displayed if there is insufficient space on the device for the update. Try to erase the device, and then try to update again. For more information about how to erase your Zune device, click the following article number to view the article in the Microsoft Knowledge Base:

926917 (http://support.microsoft.com/kb/926917/) How to erase all content from your Zune device

If the problem occurs after you erase the device, try to clear and then restore the device software. For more information about how to restore your Zune device software, click the following article numbers to view the articles in the Microsoft Knowledge Base:

927001 (http://support.microsoft.com/kb/927001/) How to restore your Zune device software

For more information about how to reinstall the software for your Zune HD player, click the following article numbers to view the articles in the Microsoft Knowledge Base:

974593 (http://support.microsoft.com/kb/974593/) How to reinstall the software for your Zune HD player

Error code C00D1195

This error code appears if there is insufficient space on the computer for the update. To resolve this issue, free space on the hard disk where your user profile is stored. If you have more than one hard disk drive in your computer, follow these steps to find the drive where your profile is stored:

- On Windows Vista, click **Start**, type **%userprofile%** in the **Start Search** box, and press ENTER.
- On Windows XP, click **Start**, click **Run**, type **%userprofile%**, and then press ENTER.

Error code (8000FFFF)

This problem can occur if you recently erased your Zune device and then installed games. To resolve this problem, disconnect the Zune device from the computer, and then reconnect the Zune device to the computer.

MORE INFORMATION

For more information about how to update the software on a Zune device, click the following article number to view the article in the Microsoft Knowledge Base:

926770 (http://support.microsoft.com/kb/926770/) How to update your Zune device

APPLIES TO

- Zune Digital Media Player
- Zune 4GB Digital Media Player
- Zune 8GB Digital Media Player
- Zune 16GB Digital Music Player
- Zune 30GB Digital Media Player
- Zune 80GB Digital Media Player
- Zune 120GB Digital Media Player
- Zune HD 16GB
- Zune HD 32GB

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